



TrackOne – Technical Guidance Bulletin TTGB – 2006-04

TO: Regional Operators
Regional Coordinators

FROM: William Miller 
Director, Career Services

DATE: September 7, 2006

SUBJECT: Case Management System Usage

The Indiana Department of Workforce Development procured an electronic case management system for the delivery of workforce development services effective July 1, 2006. The system was operational on July 1, 2006 for the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) funding sources. The system will become operational for the Wagner-Peyser and Veterans programs in 2007.

It is the expectation that all grantees (Workforce Investment Boards for Balance of State and Marion County), sub-grantees (Regional Workforce Boards), contractors (Regional Operators) and subcontractors (service providers in all Indiana Counties) for the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) funding sources utilize the TrackOne Case Management System **AT THE POINT AND TIME OF SERVICE** to the participant. (See Commissioner's Directive #2005-23)

DWD will no longer accept submission of data maintained by local data systems for participants receiving services for Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) funding sources.

In order to ensure the timeliness and accuracy of participant data and “real-time” reporting capability, the application data is required to be entered in to TrackOne at the point and time of service. Exceptions to this are limited to the following circumstances:

1. Documented Internet Service Provider outage;
2. Scheduled maintenance of TrackOne or emergency outage documented by the vendor (@Work Solutions);
3. Documented lack of internet connection due to service provision in a remote location.

Data entry delayed due to any of the preceding exceptions shall be entered in to TrackOne within three (3) business days following restoration of system access. Effective September 21, 2006, TrackOne will be programmed to prohibit the back-dating of service delivery records greater than three (3) business days from the current date.

Failure to meet this usage and timeliness standard may result in the loss of incentive funds and/or other sanctions.

The contact person regarding this bulletin is:

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TrackOne Technical Guidance Bulletin TTGB Number	Subject Matter
2006-01	Youth Testing Requirements (Out-of-School)
2006-02	TrackOne Password Removal Procedure
2006-03	Allowing Log on Capabilities for Case Managers Providing Services at Multiple Locations within One Region
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